# REPAIRS AND EMERGENCIES

All repairs should be reported to **our contractors on 01244 987 642**

Alternatively, you can also call our Property Services team on 0131 510 8540 and select option 4.

Our office hours are:

**Monday, Tuesday Wednesday & Thursday 9am to 5pm**
**Friday 9am to 3:30pm**

**Alternatively, routine repairs may be reported on the Manor Estates website at:**

http://www.manorestates.org.uk/reporting-repair

## EMERGENCY REPAIRS

If an emergency occurs – a repair that threatens the safety of the occupants or the building or the loss of essential services (i.e. burst pipes, tanks, severe water penetration or failure of electric system) – please contact **our contractors on 0131 510 8540 option 1**

**For Gas Emergencies or repairs you can call Lothian Gas on 0131 510 8540 Option 2**

You can also call our property services team on 0131 510 8540 and select option 4 during the office hours shown above

**Please do not report emergencies through the website**

### Repair Categories

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| EMERGENCY response within 2 hours-to make safe and secure |
| URGENT response within 3 working days – complete within 3 working days of any defect |
| ROUTINE response within 8 working days – complete within 8 working days of any defect |
| X EXCEPTION response within 20 working days - complete within 20 working days of any defect |